

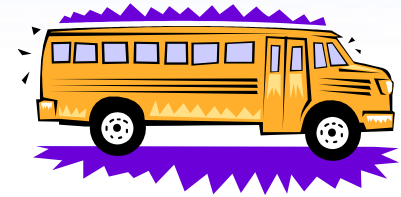
March 2013

Great



Driving the Hoosier workforce from:

Good



## DWD Leaders

- **Scott Sanders** – oversight of the agency and partnerships.
  - **Jackie Dowd** – Policy, Education and Training: youth programs (including JAG), adult education, provider training list, and career & technical education (CTE).
  - **Jeff Gill** – General Counsel: agency legal team, review board (unemployment insurance), and ethics.
  - **Randy Gillespie** – Chief Financial Officer: budgets, financial reporting, metrics, facilities, human resources and tax (unemployment insurance).
  - **Michelle Marshel** – Communication, Customer Service and Governmental Affairs: communications and marketing, customer service centers (call center and front lobby), labor market information and legislative liaison.
  - **Josh Richardson** – Unemployment Insurance Operations: adjudication and appeals.
  - **Dennis Wimer** – Field Operations: WorkOne locations across the state and liaison to workforce investment boards.

# Workforce Development Service Areas

(WIA Section 106)

## Workforce Investment Boards:

- Economic Growth Regions
- Governor can draw boundaries
- Volunteer Members appointed by local elected officials (>50% **business, economic development, labor and community based**)
- Some Duties:
  - Operations of WorkOne offices
  - Select WIA service providers and execute delivery of services
  - Identify eligible training providers
  - Set regional strategies

28 Full Service  
WorkOne  
Centers

65 Express  
WorkOne  
Centers

## Adult Education Consortium

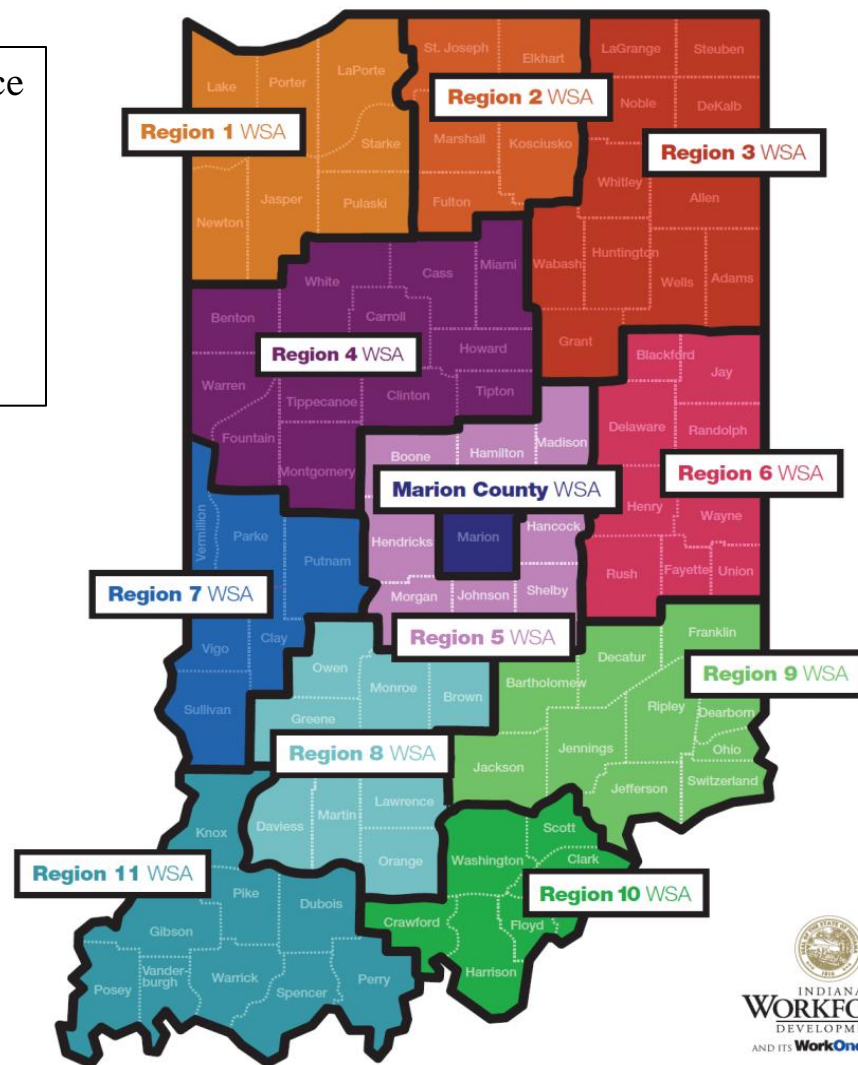
- Regional structure is the same
- Delivered mainly through local schools

## Unemployment Insurance

- Indianapolis/Ft Wayne adjudication with field representation in the WorkOnes

## Economic research data

- Labor market department – Indianapolis and regional representatives

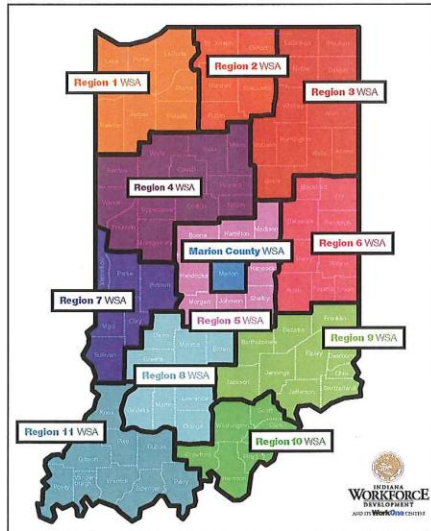


Funding is distributed by federal formula & weighted heavily by unemployment data

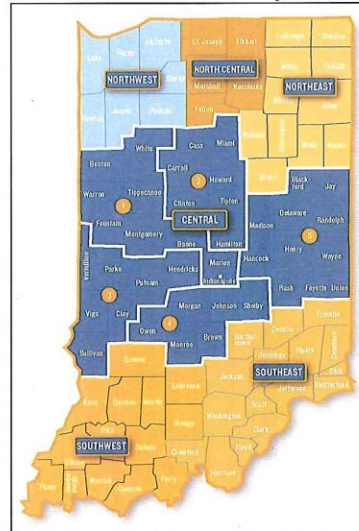


# Various Agency Service Areas

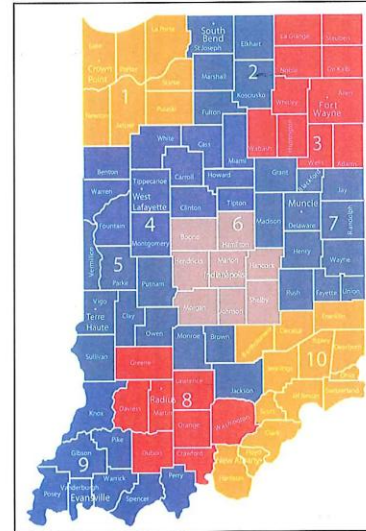
Workforce Service Areas



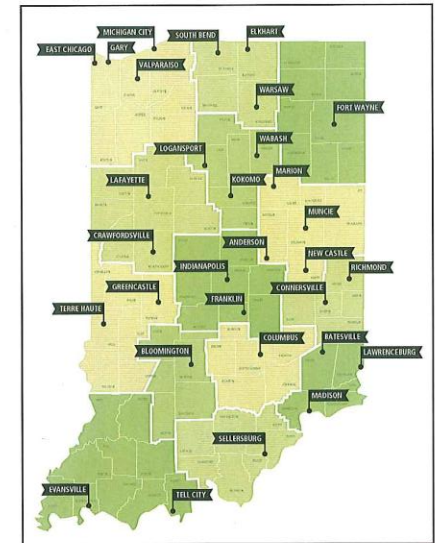
IEDC Business Development



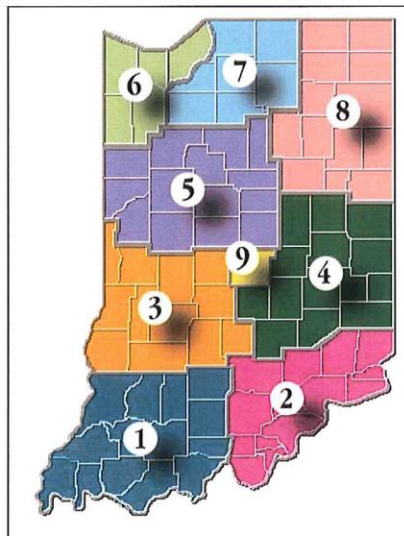
Small Business Development Centers



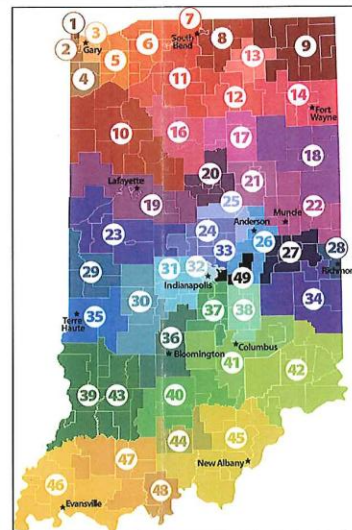
Ivy Tech Campuses and Regions



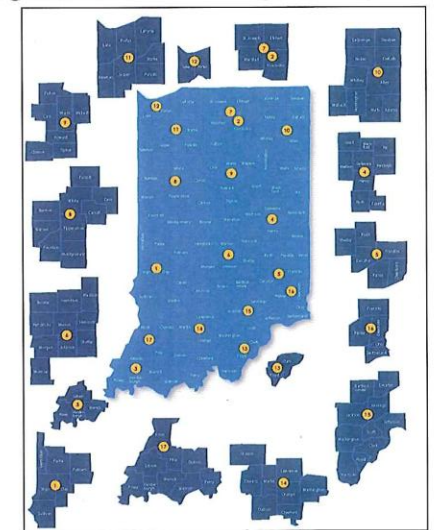
Education Service Areas



IN Association of Career and Technical Ed. Dist.



Regional Economic Development Organizations



## **Goal 1-**

**Identify, align and connect Indiana employers with qualified workers. (Increasing private sector employment and Attracting new investments in Indiana, with emphasis on manufacturing, agriculture, life sciences and logistics)**

### **Strategies**

- Engage, support and contribute agency resources to the success of the Governor's Jobs Cabinet, Indiana Works Councils and the Indiana Economic Development Corporation
- Focus resources on identified key industry sectors where there is high growth and high demand for qualified workers
- Ensure that qualified workers are referred for job openings.

## **Goal 2-**

**Ensure Hoosiers understand and achieve occupational goals that advance Indiana's economy.  
(Improving the quality of the Hoosier workforce)**

### **Strategies**

- Ensure that WorkOne customers receive robust skills assessment, occupational interest exploration, and career counseling services
- Promote college and career readiness and lifelong learning, focusing on occupational certifications and championing the value of occupational and technical training and education
- Improve coordination among secondary education, higher education and state-funded workforce development
- Development of career pathways through career, technical and vocational education.

## **Goal 3-**

**Achieve a cohesive workforce investment system that focuses on delivering high quality services with great efficiency. (Improving the quality of the Hoosier workforce)**

### **Strategies**

- Establish a clear system of partnerships at the state and local level and maintain robust partnerships with organizations that promote workforce and economic development, educational attainment, and career preparation
- Expand our current performance-based funding model into additional programs
- Invest in technology and training for consistency and to enhance the overall customer service experience
- Aggressively improve the integrity of the unemployment insurance system, including rapid reemployment of unemployment insurance recipients.

## Workforce Development's Main Goals

### **Increase Private Sector Employment**

- Identify, align and connect Indiana employers with qualified workers
  - Contribute resources to the success of the Governor's Jobs Cabinet, Indiana Works Councils and the Indiana Economic Development Corporation
  - Focus resources on identified key industry high growth and demand sector
  - Ensure qualified workers are referred for job openings.

### **Improve the QUALITY of the Hoosier Workforce**

- Ensure Hoosiers achieve occupational goals that advance Indiana's economy
  - Ensure all customers receive skills assessments, career exploration, and career counseling
  - Promote college and career readiness and lifelong learning, focusing on occupational certifications
  - Improve coordination among secondary education, higher education and workforce development
  - Develop career pathways through career, technical and vocational education.
- Achieve a cohesive workforce investment system that focuses on delivering high quality services with great efficiency
  - Establish a system of partnerships at the state and local level
  - Maintain partnerships with organizations promoting workforce and economic development, educational attainment, and career preparation
  - Expand the current performance-based funding model into additional programs
  - Invest in technology and training to enhance the overall customer service experience
  - Improve the integrity of the unemployment insurance system, including rapid reemployment of unemployment insurance recipients



## **Big Hairy Audacious Goals (BHAG)**

- Realign the workforce system so that the Governor can guide the direction of the state on workforce development issues
- Create “Ready for Work” community designations  
Make **Indiana** the state that works!  
**requires:** Communities that are “Ready for Work”!  
Hoosiers that are “Ready for Work”!

**INDIANA** is  
*Ready for Work*

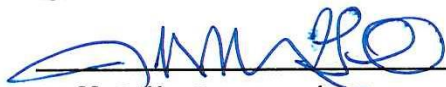
Create a common “skills” language to facilitate communication among public and agency partners, educational institutions, business and industry, and other relevant partners. Combines businesses, WIBs, community colleges, and education providers into using same definitions.



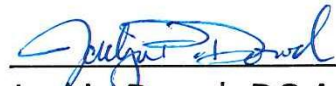
Scott B. Sanders, Commissioner



Josh Richardson, DC UI Operations



Jeff Gill, General Counsel



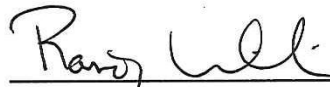
Jackie Dowd, DC Agency Policy,  
Education and Training



Michelle Marshel, DC Communications



Dennis Wimer, DC Field Operations



Randy Gillespie, Chief Financial Officer